

27 March 2022

Dear Residential Care Residents, Families and Staff

Further to my previous communication with you regarding a resident testing positive to a routine Rapid Antigen Test on Friday 25 March, we wish to provide you with an update.

We can now confirm that the resident has returned a positive PCR test, confirming the RAT result. This resident remains in isolation. They remain asymptomatic and are being cared for by our exceptional staff in accordance with their COVID-19 training and under the expert eye of our Clinical Manager (Nurse Practitioner & Infection Control Lead) Kelly Roberts.

On becoming aware of the case, Crowley quickly implemented its COVID-19 response and consistent with COVID-19 testing protocols undertook Rapid Antigen Testing of all residents across the facility on Friday 25 March and again today Sunday 27 March. The good news is that all have returned negative results to both tests.

As a further precaution, staff who have direct resident contact have commenced daily testing during this time, an increase from the twice weekly requirement.

As you are aware, Crowley implemented cohorting of residents and staff as part of our Outbreak Management infection control procedures. The benefit of this cohorting is that we are now able to confirm that residents in the areas of Missingham, Serpentine, Riverview and Rosebank can recommence Plaza visits and excursions from 1.00pm on Monday 28 March.

Residents of Banksia, Lillipilli and Prospect will be tested again on Tuesday 29 March. Pending them continuing to returning negative results, they will be able to welcome visitors and go on excursions from Wednesday 30 March.

As we continue to be mindful of the increasing community case numbers and the wellbeing of all residents, visits will continue to be held outdoors as recommended by NSW Health.

As always, the team here at Crowley remain focused on resident care and safety. This first case of a resident testing positive has naturally caused concern amongst residents and their families however we thank you for your continued messages of support for our actions.

We will continue keeping you updated on any developments.

Kind regards

A handwritten signature in black ink, appearing to read "Michael Penhey".

Michael Penhey  
**CHIEF EXECUTIVE OFFICER**